

SOITA

Refund and Cancellation Policy

Cancellation by SOITA: If a workshop is cancelled by SOITA, the student will have the option of a full refund or admittance into another SOITA workshop of equal value. Due to the large geographic territory SOITA serves, classes are rarely cancelled due to weather conditions. SOITA will make every effort to notify the student as early as possible. All cancellation will be posted on our website.

Cancellation by Student: If a student cancels his registration at least 10 days prior to the start of class, the student will have the option of a full refund or admittance into another SOITA workshop of equal value. If a student cancels in fewer than 10 days before the first class, the student is entitled to a 50% refund. No refunds will be issued for “no shows” or if the student leaves early from their class. To cancel your registration, please contact Pam at the phone numbers listed below or via email (Pam@SOITA.org).

Learn with It Leave with It ® Workshops: If a student cancels his registration at least 10 days prior to the start of class, the student will have the option of a full refund or admittance into another SOITA workshop of equal value. If a student cancels in fewer than 10 days, the hardware/software will be invoiced at the regular price and mailed to the person who is responsible for paying the invoice. No refunds will be issued for “no shows” or if the student leaves early from their class. To cancel your registration, please contact Pam at the phone numbers listed below or via email (Pam@SOITA.org).

SOITA reserves the right to substitute a product model of equal or greater value than the model(s) listed in the course description.

Workbooks: If a student cancels his class registration 10 days prior to the class and had registered to purchase a workbook with their class, the student has the option of having the workbook mailed to them and being invoiced at the regular workbook price or canceling the workbook. For “no shows” who had requested a workbook, the workbook will be invoiced at the regular price and mailed to the person who is responsible for paying the invoice.

Emergency Cancellations: SOITA understands that emergency illnesses and work and family situations arise unexpectedly. In these cases, SOITA will try to place the student in the next offering of the class with no penalty. Even in emergency situations, SOITA needs to be notified of the emergency no later than the day after the class, so the policy for “no-shows” are not enforced.

If you have questions about our refund policy, please give SOITA a call at (937) 746-6333 or (800) 964-8211. You can also email your questions to SOITA@SOITA.org.